



Quarterly report overview

KPI measurements Statistic

period: 2023-01-01 until 2023-03-31

Compare of quarterly average value for reachability & availability

measured KPIs		
Uptime/Downtime (%)	Downtime	Operating time
Wealth Management Portal + App	0,04	99,96
Berenberg PSD2 Open Banking	0,00	100

Uptime/Downtime (hh:mm)	Downtime	Operating time
Wealth Management Portal + App	0:27	23:28
Berenberg PSD2 Open Banking	0:00	24:00

Service Level Agreement

KPI according to SLA	
Operating time (%)	
	98,50
	99,00

Compare of quarterly average value for performance

measured KPIs			
Response time (msec)	AIS	PIS	PIIS
Wealth Management Portal	1604	386	n.a.*
Berenberg PSD2 Open Banking	755	426	278

* n.a. = not available

Service Level Agreement

KPI according to SLA		
AIS	PIS	PIIS
1800	1500	n.a.
1800	1200	1800

Wealth Management Portal	Performance		Availability			
	request to account informations	submission of a single payment	Operating time		Downtime	
Date	msec		%	hh:mm	hh:mm	%
2023-01-01	976	305	100	24:00	00:00	0
2023-01-02	962	298	100	24:00	00:00	0
2023-01-03	1287	381	100	24:00	00:00	0
2023-01-04	1876	621	100	24:00	00:00	0
2023-01-05	1385	392	100	24:00	00:00	0
2023-01-06	1177	367	100	24:00	00:00	0
2023-01-07	1024	269	100	24:00	00:00	0
2023-01-08	878	322	100	24:00	00:00	0
2023-01-09	907	295	100	24:00	00:00	0
2023-01-10	1157	370	100	24:00	00:00	0
2023-01-11	1064	337	100	24:00	00:00	0
2023-01-12	1057	354	100	24:00	00:00	0
2023-01-13	1162	349	100	24:00	00:00	0
2023-01-14	962	293	100	24:00	00:00	0
2023-01-15	795	326	100	24:00	00:00	0
2023-01-16	964	298	100	24:00	00:00	0
2023-01-17	1085	343	100	24:00	00:00	0
2023-01-18	1189	416	100	24:00	00:00	0
2023-01-19	1056	292	100	24:00	00:00	0
2023-01-20	1081	382	100	24:00	00:00	0
2023-01-21	957	249	100	24:00	00:00	0
2023-01-22	746	265	100	24:00	00:00	0
2023-01-23	876	307	100	24:00	00:00	0
2023-01-24	951	416	100	24:00	00:00	0
2023-01-25	941	310	100	24:00	00:00	0
2023-01-26	1001	339	100	24:00	00:00	0
2023-01-27	1173	331	100	24:00	00:00	0
2023-01-28	976	270	100	24:00	00:00	0
2023-01-29	861	280	100	24:00	00:00	0
2023-01-30	988	275	100	24:00	00:00	0
2023-01-31	1162	352	100	24:00	00:00	0
2023-02-01	1218	460	100	24:00	00:00	0
2023-02-02	1189	442	100	24:00	00:00	0
2023-02-03	1227	475	100	24:00	00:00	0
2023-02-04	1154	428	100	24:00	00:00	0
2023-02-05	957	342	100	24:00	00:00	0
2023-02-06	998	351	100	24:00	00:00	0
2023-02-07	1273	412	100	24:00	00:00	0
2023-02-08	1203	395	100	24:00	00:00	0
2023-02-09	1138	543	100	24:00	00:00	0
2023-02-10	1218	407	100	24:00	00:00	0
2023-02-11	1131	375	100	24:00	00:00	0
2023-02-12	1029	350	100	24:00	00:00	0
2023-02-13	987	343	100	24:00	00:00	0
2023-02-14	1181	419	100	24:00	00:00	0
2023-02-15	1182	405	100	24:00	00:00	0

Wealth Management Portal	Performance		Availability			
	request to account informations	submission of a single payment	Operating time		Downtime	
Date	msec		%	hh:mm	hh:mm	%
2023-02-16	1176	428	100	24:00	00:00	0
2023-02-17	1182	424	100	24:00	00:00	0
2023-02-18	977	364	100	24:00	00:00	0
2023-02-19	942	320	100	24:00	00:00	0
2023-02-20	992	361	97	23:15	00:45	3
2023-02-21	1129	431	100	24:00	00:00	0
2023-02-22	1176	850	100	24:00	00:00	0
2023-02-23	1139	370	100	24:00	00:00	0
2023-02-24	1163	373	100	24:00	00:00	0
2023-02-25	1175	426	100	24:00	00:00	0
2023-02-26	886	351	100	24:00	00:00	0
2023-02-27	978	365	100	24:00	00:00	0
2023-02-28	1193	381	100	24:00	00:00	0
2023-03-01	1246	417	100	24:00	00:00	0
2023-03-02	1145	441	100	24:00	00:00	0
2023-03-03	1148	394	100	24:00	00:00	0
2023-03-04	1082	393	100	24:00	00:00	0
2023-03-05	962	313	100	24:00	00:00	0
2023-03-06	1122	351	100	24:00	00:00	0
2023-03-07	1232	421	100	24:00	00:00	0
2023-03-08	1247	383	100	24:00	00:00	0
2023-03-09	1165	410	100	24:00	00:00	0
2023-03-10	1260	453	100	24:00	00:00	0
2023-03-11	1086	365	100	24:00	00:00	0
2023-03-12	997	411	100	24:00	00:00	0
2023-03-13	1051	340	100	24:00	00:00	0
2023-03-14	1133	402	100	24:00	00:00	0
2023-03-15	1268	426	100	24:00	00:00	0
2023-03-16	1255	387	100	24:00	00:00	0
2023-03-17	1080	420	100	24:00	00:00	0
2023-03-18	1200	412	100	24:00	00:00	0
2023-03-19	897	379	100	24:00	00:00	0
2023-03-20	1000	358	100	24:00	00:00	0
2023-03-21	1156	410	100	24:00	00:00	0
2023-03-22	1273	421	100	24:00	00:00	0
2023-03-23	1254	443	100	24:00	00:00	0
2023-03-24	1188	427	100	24:00	00:00	0
2023-03-25	1256	405	100	24:00	00:00	0
2023-03-26	989	341	100	24:00	00:00	0
2023-03-27	997	359	100	24:00	00:00	0
2023-03-28	1182	422	99	23:50	00:10	1
2023-03-29	1099	367	100	24:00	00:00	0
2023-03-30	1317	391	100	24:00	00:00	0
2023-03-31	1303	454	100	24:00	00:00	0
quarterly average value	1604	386	99,96	23:32	0:27	0,04

Berenberg PSD2 Open Banking	Performance			Availability							
	Account Information Services (AIS)	Payment Instrument Issuer Service Provider (PIIS)	Payment Initiation Services (PIS)	Operating time	Operating time	Downtime	Downtime	Distinct TPPs	API requests	Errors	Error Rate
	Date	msec		(hh:mm)	(%)	(%)	(sec)	(#)	(#)	(#)	(%)
2023-01-01	0	0	0	24:00	100	0	0	0	0	0	0
2023-01-02	778	0	0	24:00	100	0	0	1	6	0	0
2023-01-03	876	0	0	24:00	100	0	0	1	12	0	0
2023-01-04	652	0	0	24:00	100	0	0	1	27	0	0
2023-01-05	936	0	0	24:00	100	0	0	1	22	0	0
2023-01-06	791	0	0	24:00	100	0	0	1	27	0	0
2023-01-07	822	0	0	24:00	100	0	0	1	14	0	0
2023-01-08	291	0	0	24:00	100	0	0	1	20	0	0
2023-01-09	760	0	0	24:00	100	0	0	1	40	0	0
2023-01-10	1047	0	0	24:00	100	0	0	1	20	0	0
2023-01-11	733	0	0	24:00	100	0	0	2	8	0	0
2023-01-12	502	0	0	24:00	100	0	0	2	13	0	0
2023-01-13	833	0	0	24:00	100	0	0	1	22	0	0
2023-01-14	858	0	0	24:00	100	0	0	1	10	0	0
2023-01-15	0	0	0	24:00	100	0	0	0	0	0	0
2023-01-16	1324	0	0	24:00	100	0	0	1	5	0	0
2023-01-17	1059	0	0	24:00	100	0	0	1	14	0	0
2023-01-18	1183	0	0	24:00	100	0	0	1	4	0	0
2023-01-19	535	0	0	24:00	100	0	0	1	26	0	0
2023-01-20	458	0	0	24:00	100	0	0	2	35	0	0
2023-01-21	829	0	0	24:00	100	0	0	1	10	0	0
2023-01-22	1157	0	0	24:00	100	0	0	1	2	0	0
2023-01-23	802	0	0	24:00	100	0	0	1	24	0	0
2023-01-24	620	0	0	24:00	100	0	0	1	42	0	0
2023-01-25	696	0	0	24:00	100	0	0	1	26	0	0
2023-01-26	640	0	0	24:00	100	0	0	1	38	0	0
2023-01-27	0	0	0	24:00	100	0	0	0	0	0	0
2023-01-28	551	0	0	24:00	100	0	0	1	29	0	0
2023-01-29	1239	0	0	24:00	100	0	0	1	2	0	0
2023-01-30	631	0	0	24:00	100	0	0	1	50	0	0
2023-01-31	590	0	0	24:00	100	0	0	1	32	0	0
2023-02-01	348	0	0	24:00	100	0	0	2	42	3	7
2023-02-02	757	0	0	24:00	100	0	0	1	40	0	0
2023-02-03	868	0	0	24:00	100	0	0	1	32	0	0
2023-02-04	867	0	0	24:00	100	0	0	1	28	0	0
2023-02-05	652	0	0	24:00	100	0	0	1	25	3	0
2023-02-06	680	0	0	24:00	100	0	0	1	64	0	0
2023-02-07	942	0	0	24:00	100	0	0	1	18	0	0
2023-02-08	590	0	0	24:00	100	0	0	1	41	0	0
2023-02-09	790	0	0	24:00	100	0	0	1	8	0	0
2023-02-10	870	0	0	24:00	100	0	0	1	4	0	0
2023-02-11	807	0	0	24:00	100	0	0	1	6	0	0
2023-02-12	334	0	0	24:00	100	0	0	2	6	0	0
2023-02-13	665	0	0	24:00	100	0	0	1	31	0	0
2023-02-14	606	0	0	24:00	100	0	0	1	82	0	0
2023-02-15	643	0	0	24:00	100	0	0	1	39	0	0

Berenberg PSD2 Open Banking	Performance			Availability							
	Account Information Services (AIS)	Payment Instrument Issuer Service Provider (PIIS)	Payment Initiation Services (PIS)	Operating time	Operating time	Downtime	Downtime	Distinct TPPs	API requests	Errors	Error Rate
	Date	msec		(hh:mm)	(%)	(%)	(sec)	(#)	(#)	(#)	(%)
2023-02-16	871	0	0	24:00	100	0	0	1	37	0	0
2023-02-17	818	0	0	24:00	100	0	0	1	28	0	0
2023-02-18	917	0	0	24:00	100	0	0	1	24	0	0
2023-02-19	964	0	0	24:00	100	0	0	1	12	0	0
2023-02-20	898	287	0	24:00	100	0	0	2	7	0	0
2023-02-21	809	0	0	24:00	100	0	0	1	4	0	0
2023-02-22	617	0	0	24:00	100	0	0	1	30	0	0
2023-02-23	821	0	0	24:00	100	0	0	1	4	0	0
2023-02-24	495	0	0	24:00	100	0	0	2	8	0	0
2023-02-25	0	0	0	24:00	100	0	0	0	0	0	0
2023-02-26	1177	0	0	24:00	100	0	0	1	2	0	0
2023-02-27	535	0	0	24:00	100	0	0	2	35	0	0
2023-02-28	844	0	0	24:00	100	0	0	2	45	0	0
2023-03-01	836	0	0	24:00	100	0	0	2	27	0	0
2023-03-02	615	0	0	24:00	100	0	0	1	35	0	0
2023-03-03	466	0	0	24:00	100	0	0	1	66	0	0
2023-03-04	926	0	0	24:00	100	0	0	1	22	0	0
2023-03-05	0	0	0	24:00	100	0	0	0	0	0	0
2023-03-06	801	0	0	24:00	100	0	0	1	14	0	0
2023-03-07	869	0	0	24:00	100	0	0	1	14	0	0
2023-03-08	954	0	0	24:00	100	0	0	1	21	0	0
2023-03-09	794	0	0	24:00	100	0	0	1	18	0	0
2023-03-10	605	0	0	24:00	100	0	0	1	60	0	0
2023-03-11	665	0	0	24:00	100	0	0	1	46	0	0
2023-03-12	989	0	0	24:00	100	0	0	1	28	0	0
2023-03-13	539	0	0	24:00	100	0	0	1	65	0	0
2023-03-14	600	0	0	24:00	100	0	0	1	34	0	0
2023-03-15	390	0	0	24:00	100	0	0	1	27	0	0
2023-03-16	622	0	0	24:00	100	0	0	2	52	0	0
2023-03-17	78	0	0	24:00	100	0	0	2	18	0	0
2023-03-18	969	0	0	24:00	100	0	0	1	7	0	0
2023-03-19	0	0	0	24:00	100	0	0	0	0	0	0
2023-03-20	372	0	0	24:00	100	0	0	1	18	0	0
2023-03-21	490	0	0	24:00	100	0	0	1	26	0	0
2023-03-22	783	0	0	24:00	100	0	0	1	12	0	0
2023-03-23	947	0	0	24:00	100	0	0	1	19	0	0
2023-03-24	864	0	0	24:00	100	0	0	2	40	0	0
2023-03-25	1218	0	0	24:00	100	0	0	1	6	0	0
2023-03-26	1089	0	0	24:00	100	0	0	1	2	0	0
2023-03-27	655	0	0	24:00	100	0	0	2	22	1	0
2023-03-28	627	0	0	24:00	100	0	0	2	49	0	0
2023-03-29	415	268	426	24:00	100	0	0	2	41	6	0
2023-03-30	896	0	0	24:00	100	0	0	1	32	0	0
2023-03-31	928	0	0	24:00	100	0	0	1	27	0	0
quarterly average value	755	278	426	24:00	100	0	0	1	25	0,1	0,08